



2019

ANNUAL REPORT

COVER IMAGE: Staff at the DKMS Life Science Lab use an automated system to ascertain the CMV status of donor samples. For more about the work of the lab, turn to page 22.

PUBLICATION DETAILS

Title: DKMS Annual Report 2019

Published by:

DKMS gemeinnützige GmbH
Kressbach 1, 72072 Tübingen
T 07071 943-0
F 07071 943-1499
post@dkms.de
dkms.de

Board of Directors: Dr. Elke Neujahr (Chair), Dr. Dr. Alexander Schmidt, Sirko Geist

Editorial Office: DKMS gGmbH, Corporate Communications

Design and layout: MALZKORN Kommunikation & Gestaltung GmbH

Consultancy, copy-editing, proof-reading: Goerke Public Relations GmbH

Photo credits: Peter Godry (P. 4), Florian Büh (P. 6, 8, 12, 14), SV Bentheim (P. 7), Daniela Decker (P. 7), DKMS (P. 7, 8, 9, 10, 11, 20, 28, 29, 33, 41, 42, 51), Eden Books (P. 7), Privat (P. 7, 11, 14, 51, 54), Thomas Faehnrich Fotografie (P. 8), DFV (P. 8), Nina Stiller (P. 9), Michèl Passin (P. 9), Maximilian Möller (P. 9), Markus Nass/BrauerPhotos für DKMS LIFE (P. 10), Daniel Hinz für DKMS LIFE (P. 10), R.SH (P. 11), Patric Fouad (P. 16), DKMS LSL (P. 22, 23), Shutterstock (P. 26), Bert Spangemacher (P. 27, 30, 54), Stephan Schütze für B2Run (P. 31), DKMS-BMST (P. 39), Uniklinikum Frankfurt (P. 51)

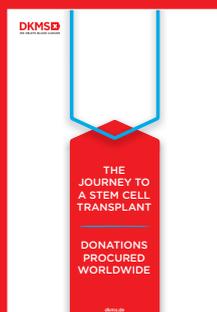
Printed by: DFS Druck Brecher GmbH, Köln DFS Druck Brecher GmbH, Köln



* All figures as of 31.12.2019

CONTENTS

EDITORIAL	4
2019 ANNUAL REVIEW	6
NEW REGISTRATIONS	12
DONOR STATISTIC	15
SPOTLIGHT ON YOUNG PEOPLE	16
THE CHALLENGES	19
INTERVIEW WITH DR. ALEXANDER SCHMIDT	20
DKMS LIFE SCIENCE LAB	22
IMPROVING THE CHANCES OF SURVIVAL	26
WORKING FOR DKMS	30
SOCIAL MEDIA	33
QUALITY PROJECTS	34
OVERALL DONOR NUMBERS	37
INTERNATIONAL MILESTONES	38
MONEY DONATIONS SAVE LIVES	42
OUR MISSION	44
FACTS & FIGURES	45
RISK MANAGEMENT	52
STRUCTURE OF DKMS	53
OUR EDITORIAL TEAM	54



INSERT IN THE MIDDLE OF THE BOOK

- The journey to a stem cell transplant
- Donations procured worldwide



Dear Reader,

Nearly 30 years ago, Peter Harf, founder of DKMS, made a promise to his wife, who was suffering from leukemia. Now, more than ever, his promise is our motivation: to do whatever we can to give every blood cancer patient a second chance at life – across borders and around the world. Every life saved is another success of immeasurable value.

The coronavirus pandemic has presented us all with an unprecedented challenge. At DKMS, we were quick to respond to the new situation, intensifying our partnerships around the world and forging new pathways to ensure we continue to fulfil our mission without fail.

Blood cancer cannot be quarantined and knows no risk areas. Above all, it leaves little time to react. Every 35 seconds someone, somewhere in the world is diagnosed with this deadly disease. For many, the only chance of survival is a stem cell transplantation with healthy cells from a matching donor. This is what drives our entire team worldwide.

Together, we ensure that the complete chain of activities preceding a stem cell transplant runs smoothly – across national borders and despite the special circumstances we find ourselves in due to the coronavirus pandemic. To make that happen, our 900-plus employees in seven DKMS locations worldwide achieve the incredible, which fills me with gratitude and pride.

The main enablers in all of this, however, are our donors. I would like to take this opportunity to thank over 10 million people around the world for their willingness to help and for signing up with DKMS so they can donate stem cells if the need arises. Every one of them is giving the gift of hope and courage to countless patients.

This annual report offers an overview of our work in 2019, before the Covid crisis hit. It was a year in which we once again celebrated some major successes in our mission. Most importantly though, it was a year in which we were able to lay key foundations for the future, including the current challenges presented by the coronavirus pandemic. Our mindset is fundamentally future-focused, centering on the development of new ideas and consistent process improvement to benefit every patient whose life depends on our work – because when it comes

to obtaining stem cells for a patient in need, speed, availability, and quality are critical.

There are numerous dimensions to our mission. Wherever we feel our expertise can improve the chances of cure and survival, we are quick to get involved. This is why we are constantly developing our global operations, and now have offices not only in Germany, but also in the US, the UK, Poland, Chile, and India (see page 38 onwards). Furthermore, I am pleased to report that in 2019 we were able to enter into a forward-looking partnership with the Sunflower Fund in South Africa. Our global activities are helping to give people everywhere a second chance at life. To support our efforts, we are increasingly investing in providing access to transplantation and working closely with our medical specialists and scientists to develop life-saving therapies (see page 26 onwards).

Until we have delivered on the promise our founder made almost 30 years ago, we will not give up. Every individual should have a second chance at life in their fight against blood cancer. Our greatest wish is to beat this disease – and you can help us: simply register with DKMS, make a financial donation, or spread our message so even more people sign up as potential stem cell donors.

Together, we have already achieved so much. DKMS donors have already given over 83,000 people around the world a second chance at life.

Best regards



Dr. Elke Neujahr
Chair of the Board of Directors,
Global CEO DKMS Group

ROLE MODELS AND INSPIRATIONS: 2019 AT DKMS

Impressive numbers, fascinating stories, amazing commitment: 2019 was another moving year for DKMS, packed with heroic donors, emotional patient stories, new records set, and plenty of new ideas in the fight against blood cancer. We look back at the year that was...



On WBCD in May 2019, the Integrated Comprehensive School in Erfurt was presented with an award for its fantastic commitment.

January

The life-saving team

When it comes to doing good, the footballers of SV Bentheim are in a league of their own. Five of them have already donated stem cells to give patients a second chance at life. Jackpot!



From left to right: Oliver Belt, Hendrik Buttler, Lars Somberg, Patrick Neise.
Absent: Ole Somberg

Federal Cross of Merit for DKMS supporters

Henning Krautmacher, frontman with the German band Höchner, has been awarded the Federal Merit Cross on Ribbon for his passionate social commitment.

The 63-year-old was presented with the accolade at the State Chancellery in Düsseldorf by Armin Laschet, Minister President of North Rhine-Westphalia. Henning has been a dedicated supporter of DKMS for 21 years. "This Cross inspires me to carry on doing even more," said the delighted singer.



Armin Laschet (left) and singer Henning Krautmacher



Bestseller (1)
Simon and Ines (2)
Ines Gillmeister and TV presenter Eva Imhof (3)



February

A moving reading on World Cancer Day

On World Cancer Day, the author and blogger Ines Gillmeister presented the touching story of her husband, Simon, who died of a malignant tumor in 2018. In her book, entitled "Rock den Himmel, mein Held" (Rock the Heavens, My Hero), the mother of two describes her husband's legacy. Unfortunately, no matching donor could be found for Simon. But one good thing that came out of his story is the six donors who registered at his donor drive and have already given other patients a second chance at life. "That shows it wasn't all in vain," says Ines.

March

Encounter with an "unknown friend"

At the Patients' Day of the European Society for Blood and Marrow Transplantation (EBMT) Congress in Frankfurt, two people with a special link came face to face for the very first time. Patient Darrel Moellendorf (58) from Bad Homburg met his lifesaver, Frank Kessler (34) from Dresden. While Frank was left speechless by the emotion and excitement of it all, Darrel was happy to speak about the man who had saved his life by selflessly donating stem cells. Filled with gratitude and love, he referred to Frank as an "unknown friend" who had now made it possible for Darrel to "accompany his son through to his high school graduation".



Darrel Moellendorf (left) and his donor Frank Kessler



April

Six million donors

Impressive milestone: In April 2019, DKMS recorded its six millionth stem cell donor in Germany alone. Tobias Dietzel (17), a school student from Recklinghausen, became the landmark donor after registering at the FC Köln Family Day. When Tobias turns 18, his data will be made available for global donor searches. His prospects are promising: for medical reasons, young men are especially likely to save a life by making a stem cell donation.



Landmark donor Tobias Dietzel and the pros from FC Köln, Christian Clemens (left) and Simon Terodde (right) at The FC Köln Family Day in the Geissbockheim.



DFV German Fire Service doctor Klaus Friedrich (left), Iris Theisen of DKMS (center) and DFV President Hartmut Ziebs.

May

Firefighters offer 5,000 second chances at life

Saving lives is simply in their blood: After just ten months, the collaboration with the German Fire Service Association (DFV) has delivered impressive results. By May 2019 alone, donor drives organized by local fire associations had brought in 5,000 new registrations. The DFV has been supporting DKMS since 2018, collaborating under the motto "Saving lives is in our blood!"

Pupils support WBCD

To mark World Blood Cancer Day (WBCD) on 28 May, young people were invited to join the fight against the disease. Pupils of the Integrated Comprehensive School in Erfurt set a good example by organizing a donor drive. In recognition of the school's tremendous commitment, the Minister President of Thuringia, Bodo Ramelow, and the TV actor Ivo Kortlang presented them with an award. DKMS was also present, with a virtual reality truck in which young supporters could don VR headsets and fight the evil cancer cells hand to hand - experiencing stem cell donation from a completely different perspective!



Virtual reality truck



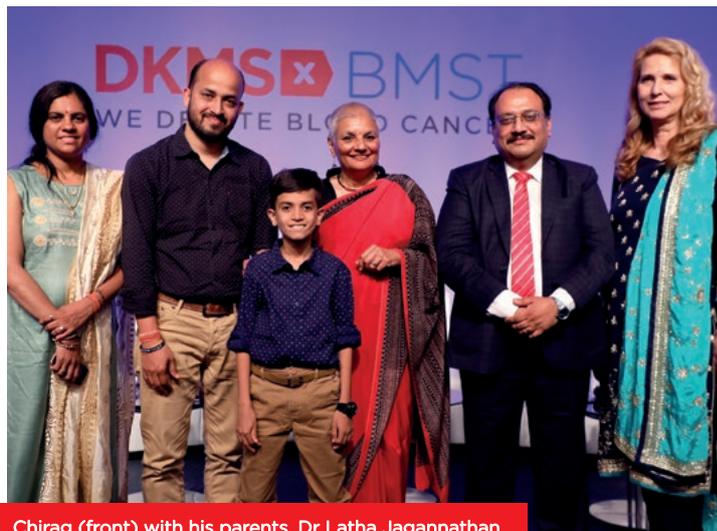
Ivo Kortlang (left), Bodo Ramelow



June

DKMS establishes joint venture in India

DKMS opens another site: In June 2019, DKMS established a joint venture with the Bangalore Medical Service Trust (BMST) in India. The DKMS BMST Foundation India now offers access to a large number of potential stem cell donors for people with leukemia or other blood disorders, such as thalassemia and aplastic anemia. Find out more about DKMS in India starting on page 38.



Chirag (front) with his parents, Dr Latha Jagannathan, Dr Bju George, and Dr Elke Neujahr (from left to right)

July

The main cast of the daily soap GZSZ support the campaign in Filmpark Babelsberg.



Soap stars with a heart

Dedicated to their cause, RTL, Filmpark Babelsberg, and UFA Serial Drama joined forces with the stars of the German soap GZSZ to set up a donor drive. About 500 fans of the series responded to their appeal by registering as potential stem cell donors with DKMS. Despite the tropical temperatures, Filmpark Babelsberg and the Metropolis Hall welcomed around 3,000 visitors on the day of the donor drive.

DKMS LIFE song inspires courage

A very special song has been launched to inspire people with cancer to take heart. Stronger Than Before was written specially for DKMS LIFE by an international team of artistes. Created by Michelle Leonard, Sarah Muldoon and Graham Candy, it was produced by Nicolas Rebscher. The proceeds go to DKMS LIFE, a subsidiary of DKMS gGmbH dedicated to bringing hope and courage to people with cancer, supporting them throughout their therapy, and having a positive effect on their recovery.



Graham Candy, Sarah Muldoon



August

Wacken: 10,000 metalhead donors

The ten thousandth metalhead joined the list of potential stem cell donors on the “hallowed grounds” of the Wacken Open Air. His name is Martin Henning, and he is 31 years old and comes from Wismar. “The metal family just rocks!” he said pithily. Since DKMS and Wacken first joined forces back in 2014, a total of 10,644 metalheads have joined the donor database – more than 3,100 of them in 2019 alone.



Martin Henning found out about the donor drive online and decided to sign up at Wacken.

Ströer for Hugo

When little Hugo from Ahrenshoop was diagnosed with blood cancer for the second time, the outdoor advertiser Ströer offered their support, running videos and info-screens for the three-year-old at selected railway stations. WallDecaux also contributed, with city-light boards and posters. Prior to that, more than 500 volunteers had registered at a donor drive in Hugo’s hometown of Ahrenshoop.

DKMS LIFE visits the Federal President

A great honor for the DKMS subsidiary DKMS LIFE: DKMS LIFE and its longstanding partner L’Oréal Germany were invited to Berlin to join the Federal President’s summer party. President Frank Walter Steinmeier honored the commitment of the cosmetics experts who actively support DKMS LIFE and the *look good feel better* patient program.

Advertisement at a station



(1) Stage show (2) From left to right: Daniel Funke, Ruth Neri, Jens Spahn and Dr Elke Neujahr at the *dreamball* 2019 on 18 September in the Westhafen Event & Convention Center (WECC)



September

dreamball: “We are pretty strong”

DKMS LIFE’s 14th *dreamball* was an evening of moving moments and fantastic guests celebrating in aid of the look good feel better patient program. Under the motto “We are pretty strong”, around 400 celebrities met in Berlin to support cancer patients with their commitment. DKMS LIFE and L’Oréal Germany jointly hosted the charity gala, which featured Barbara Schöneberger as MC and offered a lively evening of entertainment. This year’s guest of honor was Jens Spahn, German Minister for Health. The event culminated with a live performance by Graham Candy and Sarah Muldoon of the inspiring song Stronger Than Before – an emotional highlight.

October

Stem cell recipient marries her lifesaver

This is the kind of story that even DKMS does not get to tell that often! In October 2019, the love of Selina and Hans-Uwe Läufer made headline news when they went on the German TV program “Ein Lied für Dich” (A Song for You). Hans-Uwe had saved Selina’s life with a stem cell donation. They have now been a couple for over seven years – and married for more than one. The perfect match in every respect!

Records, records

October was a record month for DKMS: 571 cell donations were made in Germany, beating the previous monthly record of 526 in March 2017. Across all sites, the total number was 775 – also a record achievement.

In addition, DKMS received 2,879 orders for confirmatory typing and 749 enquiries about further preliminary examinations and cell removals.

It was a month of great hope for patients all over the world!

Selina and Hans-Uwe
at the registry office



From left to right: Minister President of Schleswig-Holstein Daniel Günther, Julia Runge (DKMS), Carsten Köthe (Foundation Council Chairman of R.SH hilft helfen), Friderike Aderhold (manager with the foundation R.SH hilft helfen), and Karsten Meier (DKMS).

November

“On air” season at Radio Schleswig-Holstein

Radio Schleswig-Holstein (R.SH) placed DKMS center stage several times a day for four whole weeks.

Under the motto “Fighting blood cancer together – your donation can save lives”, the north-German radio station broadcast numerous reports about our organization both on air and on the internet. The “R.SH hilft helfen” (R.SH Helps to Help) Foundation publicized the campaign with a large-scale poster, while 15 companies ran donor drives. The results? 1,500 new potential donors and a check for €125,000!

December

Santa donates stem cells

Just in time for the festival of love, Santa himself was able to lead by example: Joshua Wessels from Nordenham had actually been planning to visit elderly residents at a nearby care home on Christmas Eve. But then the 18-year-old had a change of mission: he was asked to donate stem cells. “I can be Santa any year, but I probably don’t get to save a life more than once,” he says.

Childhood friends donate simultaneously

Stories like this can only happen in real life: Martin Köhler and René Theilicke from Chemnitz have been friends since childhood. Both of them were able to give a blood cancer patient a second chance at life, René in 2016 and Martin in March 2019. In December 2019, they both became donors for their respective patients for a second time – and both on the same day! So the two childhood friends found themselves side by side in the collection clinic once again, hoping to save a life (or two)!



Santa donates
stem cells

Martin and René donate
stem cells together



THE DATABASE CONTINUES TO GROW



EXEMPLARY COMMITMENT
A student at the University of
Bremen registers with DKMS

Every year vast numbers of people register as potential stem cell donors at over 2,000 DKMS events across Germany. A wave of support is often triggered by a friend or relation who has fallen ill.

When help is badly needed, the solidarity people demonstrate never ceases to amaze. One of the largest DKMS donor drives in 2019 brought in 2,103 tissue samples from newly registered potential stem cell donors. That's how many people came to Tirschenreuth on that chilly day in February to wait in line to register. All of them had been touched by the story of five-year-old Hugo, who was suffering from acute leukemia. The fact that the donor drive was such a success was, in large part, thanks to Hugo's grandpa, a committed group of family and friends, and the active assistance of additional supporters. "We're deeply moved by the dedication and untiring commitment of generous people across the country who regularly support the organization of donor drives. They not only motivate others to sign up as potential stem cell donors, but also show a clear and valuable sign of their solidarity with patients and their families," insists Konstanze Burkhard, Director of Donor Recruitment and Corporate Communications. With the donor drive over, everyone was highly satisfied as they set off for home. The happiest of them all though were Hugo's family, who were impressed and heartened by the support of so many people.

Since then a matching donor has been found for Hugo, who has now had a successful transplant of healthy stem cells from his lifesaver and is doing much better. His favorite pastimes are cycling in the forest with his sister and all the usual things any other small boy likes to do. The donors from "his" donor drive are now in the global search database to help give other patients around the world a second chance at life - because unless you sign up, you will never be discovered as a donor.

Donor drives like the one in Tirschenreuth regularly deliver record-breaking results: in 2019, around 2,400 donor drives across Germany attracted 256,497 new registrations.

But it's not always the fate of a specific patient that prompts a donor drive. Often, companies run their own in-house donor drives to offer employees the opportunity to register. Sports clubs encourage members to combine competition days with support for a good cause. Students encourage other students on campus to sign up as potential stem cell donors. In schools, teachers use DKMS teaching materials to introduce kids to the topic of blood cancer and invite them to register afterwards. And every year, thousands more potential stem cell donors join the register via the numerous events at police and fire stations, as well as military barracks. We are infinitely grateful for the overwhelming commitment of so many generous people.

Every one of these events is, quite literally, vital for the survival of countless patients around the world. Our great mission is to offer everyone whose life depends on a stem cell donation a second chance by finding a suitable donor for them. Our Donor Recruitment team works tirelessly to encourage as many people as possible to register. In Germany alone, someone receives the devastating diagnosis of blood cancer every 15 minutes. Globally, a diagnosis occurs every 35 seconds.

For many of these people, a transplant of healthy stem cells is the only chance for a second chance at life. Together we have already come a long way: in 2019, we provided stem cells on 5,603 occasions. Each day, more than 15 DKMS donors in Germany donate stem cells, often for patients in another country. Since DKMS was founded back in 1991, donors in Germany have provided stem cells for transplantation overseas more than 70,000 times (see map in insert). Today 9 out of 10 patients needing a stem cell





Local donor drives attract many supporters.

donation in this country find the perfect match. One in 10 still waits in vain for a genetic twin. Globally however, that figure rises to four in 10.

“Our efforts will continue unabated until we have a matching donor for every patient and can give every one of them a second chance at life,” Konstanze Burkhard emphasizes. “By systematically targeting the right groups, we can steadily expand our database and improve its quality,” she adds. “Our main focus is on young people, as they are considered for donations far more often, due to medical reasons.” Nonetheless, DKMS welcomes every registration – because there is always the chance it might be a 46-year-old donor who is needed to save a life!

We work hard to educate the general public on the vital importance of blood cancer and stem cell donations through targeted presswork promoting donor drives, background reports in print media, TV commercials, and our constant presence on social media. Our efforts have been highly successful, with the DKMS database accounting for 72 percent of all registered donors in Germany. Furthermore, to ensure they are rapidly and reliably available should they be needed, we provide as much information as we can for new recruits, offering talks in educational institutions and detailed information materials among other things.

We also provide plenty of worthwhile information around stem cell donations on our website, of course. Here, journalists and anyone with an interest can find the media center, which offers plenty of

fascinating background reports on research and science, our international activities, and much more.

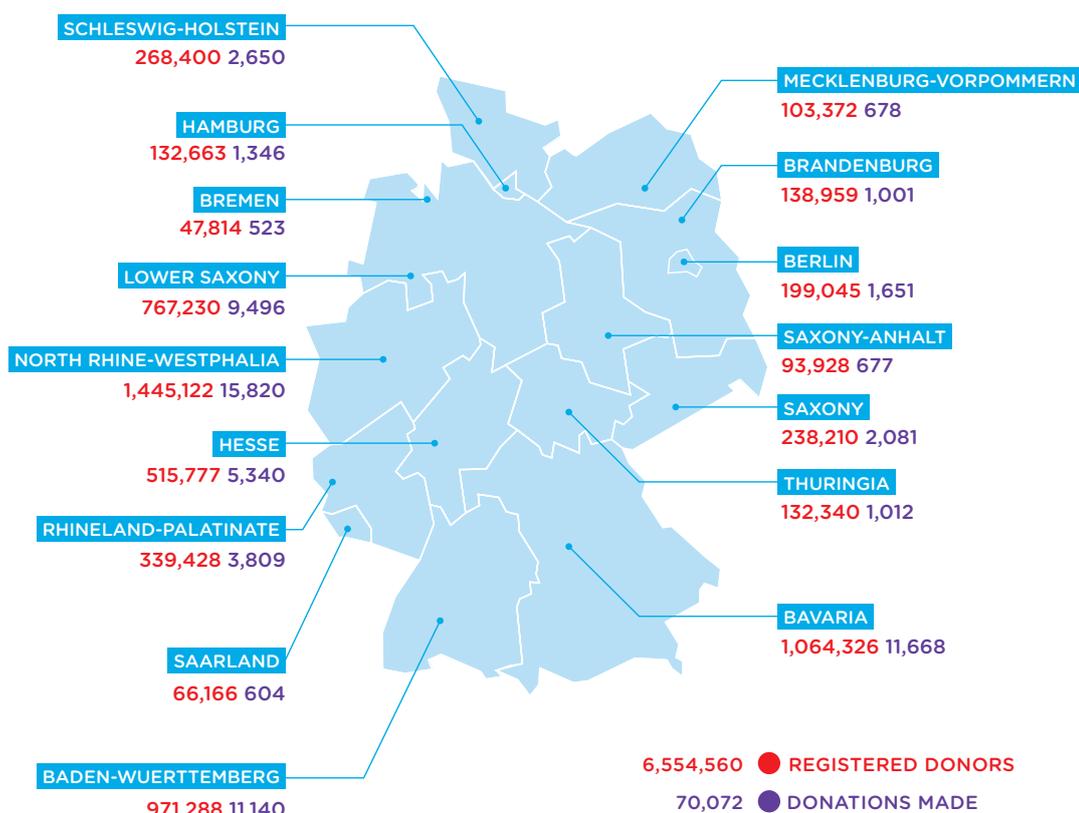
Users can also order a registration kit from the comfort of their own home via the website and have it sent straight to their home address. The pack contains everything that’s needed to register successfully with DKMS: a personal consent form, detailed instructions, three buccal swabs for taking samples from the insides of the cheeks, a swab envelope, and a return envelope. Registering is simple, taking just ten minutes, and is easy to do on your own. In 2019, almost 368,000 people did just that, taking what could be the first step towards saving the life of a blood cancer patient.

In 2019, our donor drives and online registration options prompted 649,417 potential new stem cell donors to register with DKMS, marking another clear increase over the previous year.

KONSTANZE BURKARD
from Cologne is head of Donor Recruitment and Corporate Communications.



DKMS donors in Germany



Top districts in each federal state

BADEN-WUERTEMBERG

Ludwigsburg	66,286
Donations made	861
Esslingen	56,006
Donations made	824
Stuttgart	54,966
Donations made	622

BAVARIA

Munich, state capital	92,866
Donations made	955
Augsburg	53,860
Donations made	561
Nuremberg	31,233
Donations made	322

BERLIN

Berlin, city	199,045
Donations made	1,651

BRANDENBURG

Oberhavel	16,830
Donations made	111
Potsdam-Mittelmark	11,838
Donations made	84
Potsdam, city	11,143
Donations made	107

BREMEN

Bremen, Stadt	39,340
Donations made	429
Bremerhaven, Stadt	8,474
Donations made	94

HAMBURG

Hamburg, city	132,663
Donations made	1,346

HESSE

Main-Kinzig district	42,285
Donations made	454
Frankfurt am Main, city	42,151
Donations made	440
Fulda	28,653
Donations made	319

MECKLENBURG-VORPOMMERN

Rostock	18,649
Donations made	142
Mecklenburg Seenplatte	15,877
Donations made	116
Vorpommern-Rügen	14,854
Donations made	91

LOWER SAXONY

Hanover, region	73,899
Donations made	722
Osnabrück, Stadt	55,255
Donations made	338
Emsland	52,399
Donations made	810

NORTH RHINE-WESTPHALIA

Cologne	107,156
Donations made	1,084
Rhein-Sieg district	61,490
Donations made	715
Steinfurt	51,785
Donations made	606

RHINELAND-PALATINATE

Mainz-Bingen	23,900
Donations made	274
Mainz, independent city	21,909
Donations made	235
Mayen-Koblenz	20,555
Donations made	207

SAARLAND

Regional Federation of Saarbrücken	21,040
Donations made	206
Saarlouis	15,765
Donations made	144
Saarpfalz district	8,985
Donations made	69

SAXONY

Dresden, city	48,313
Donations made	510
Leipzig, city	37,047
Donations made	355
Bautzen	18,768
Donations made	126

SAXONY-ANHALT

Harz	11,052
Donations made	83
Magdeburg, state capital	10,771
Donations made	103
Halle (Saale), city	10,634
Donations made	75

SCHLESWIG-HOLSTEIN

Pinneberg	30,069
Donations made	316
Rendsburg-Eckernförde	27,508
Donations made	310
Segeberg	26,168
Donations made	261

THURINGIA

Erfurt, city	14,439
Donations made	106
Eichsfeld	12,481
Donations made	114
Wartburgkreis	9,095
Donations made	81

SPOTLIGHT ON YOUNG PEOPLE



The DKMS school project successfully runs a wide range of courses for the latest service learning, which combines specialist lesson content and social commitment within the school setting.



The DKMS
volunteer team

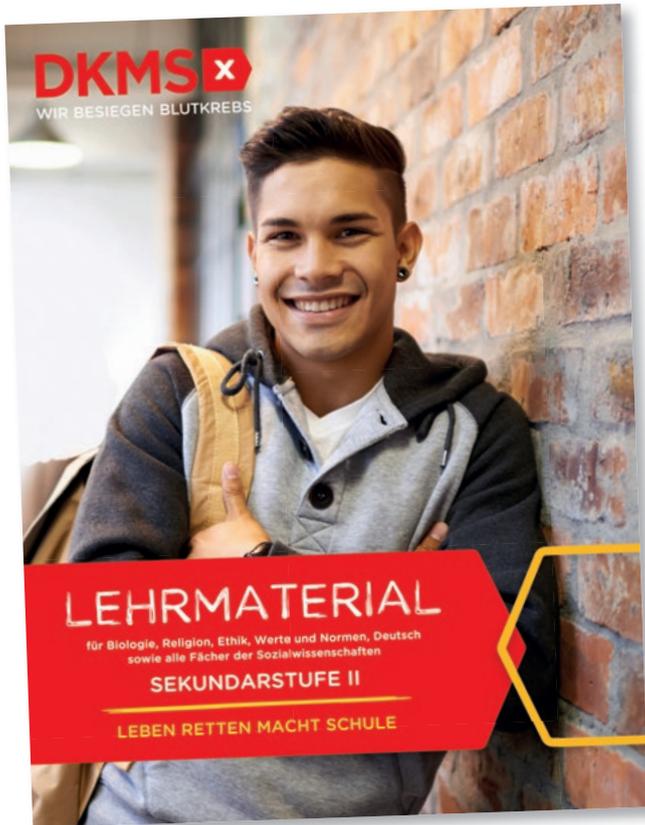


For over 15 years, we have invited further education and vocational colleges across Germany to set up donor drives for their students. The success has been overwhelming: more than 440,000 young people have seized the opportunity to sign up as potential stem cell donors. Over 4,800 have actually already donated cells and given a severely ill individual a second chance at life.

In the fight against blood cancer young people are particularly important, as they tend to be healthy and, due to medical reasons, are more likely to be considered for a stem cell donation. In addition, because of their age they remain on the database for worldwide searches for longer. This is why we have continued to step up our activities at schools and colleges. In 2019, almost 600 further education and vocational training colleges organized donor drives. 65,040 students registered as potential stem cell donors, making what could be their first step towards helping a severely ill person and giving them a second chance at life.

Learning and supporting

“Schools are a particularly good place to reach out to young people and offer a range of options for educating tomorrow’s donors fully and comprehensively,” explains Svenja Ebbing, head of the DKMS School Project. “We provide practical educational and event support for participating schools so that they can develop clear lessons that open up very real opportunities for students to take social responsibility and experience what they themselves can achieve.” When organising and carrying out donor drives, school communities often develop a strong sense of togetherness.



Modular teaching materials for teachers and students

The great thing about this is that this kind of commitment is for the long term. Some schools have already carried out several donor drives and proudly highlight the more than 40 actual donors from among their ranks. Together, these donors have given 40 patients a second chance at life.

To help schools better educate their students on the issue of stem cell donation and support them as they prepare their donor drive, we developed a comprehensive new set of teaching materials in 2019. These materials are designed for use in biology, German, and social science lessons, as well as in religious studies, ethics/values, and norms classes. The modular teaching handbook explores the topic in varying degrees of detail and offers a range of task types. It can be used with upper secondary and grammar school students, in addition to vocational colleges. The education and information program is rounded off by school talks with actual donors who discuss their experience donating stem cells.

Young people motivate young donors In 2018, we launched our DKMS Volunteer project to ensure we can continue offering a personal service as the number of participating schools increases. Committed young people – mainly students – are invited

to join interactive workshops to gain a detailed understanding of the topic of blood cancer and stem cell donation. They then go on to manage school and university donor drives, give talks at info events, and spread our message to raise awareness among young people.

Their success is quite remarkable. In 2019, a total of 131 volunteers organized 447 donor drives, which together generated 63,735 potential new donors for our database. The work of our young supporters is giving countless blood cancer patients around the world the hope of a second chance at life. Voluntary work of this kind is invaluable, even for the volunteers themselves. By getting involved at schools and colleges, they can develop key specialist and social skills, all while picking up a few extra points to improve their chances when they apply for scholarships and jobs. Supporting young people and helping them to grow is particularly important to us as they are our gateway to tomorrow's donors. They also allow us to realize our social responsibility by supporting the education of the younger generation.



63%

of people who actually become stem cell or bone marrow donors are between 18 and 30 years of age. If there is more than one potential donor for a patient, the doctors often choose the younger ones.

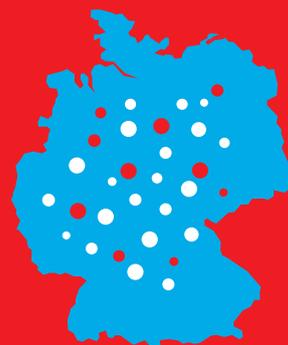
THE CHALLENGES



One in 10 blood cancer patients in Germany cannot find a matching stem cell donor.



Every 15 minutes, someone in Germany is diagnosed with blood cancer.



Every year, more than **18,000 people** in Germany die of blood cancer.

“QUALITY MATTERS MOST”

Chief Medical Officer Dr. Alexander Schmidt explains why recruiting new potential donors is not the only thing that matters. An interview.



Why does a stem cell donor center invest in science and research?

Nowadays, we are far more than just a donor center. It is not enough to recruit as many potential stem cell donors as possible. Although the therapy options and chances of being cured have improved dramatically in recent years, too many blood cancer patients still die after their stem cell transplant, due to graft versus host disease, relapses, or other major complications. The better a donor matches a patient with regard to his HLA characteristics and other transplant-relevant factors, the better the prospect of long-term success. That is why we constantly work to improve the chances of finding the perfect match. Often, with patients suffering from acute leukemia for example, the search for a matching stem cell donor is a race against time. This is why it is so important for donors to be available for their respective patients as quickly as possible.

What are the further goals for the area of medicine & science at DKMS?

We want to continue to increase the number of potential stem cell donors and to set the database up in a way that allows us to save as many patients as possible. This also includes ethnic diversity, as each ethnic group has its specific frequencies of HLA characteristics. Diversifying our database is extremely important for us and patients all around the world. In addition to this, the quality of the typing of every one of our donors is crucial for transplant centers when they are searching for a matching donor. The quality is already at a very high level but we are determined to continue to improve this. Our goals also include ensuring an even higher and faster availability of all of our 10 million donors. We want to make it as easy as possible for search coordinators from transplant centers to find the best possible match for “their” patients.

What is the “quality of typing results” and why is it so important?

It is all about selecting the best possible donor for a patient in need. The more relevant information we can provide to transplant physicians searching for a donor, the faster they will be able to make a decision. We are investigating what parameters, other than the usual HLA characteristics, are relevant for the success of a stem cell transplantation. The quality of the typing profile is particularly important, especially when several donors are considered as a potential lifesaver. In recent years, we have continued to include additional parameters to our standard typing profile, based on the latest research results, indicating a relevant role for the success of

a stem cell transplantation. DKMS typing profiles now include 24 HLA characteristics, rather than the usual ten, and other parameters such as KIR and MICA/B. So, we are far above the standard.

To what extent does DKMS conduct its own research?

Our current setup allows us to carry out our own research to fulfill our mission of giving as many patients as possible a second chance at life. Our Clinical Trials Unit (CTU) works closely with the DKMS Life Science Lab, the world’s most innovative and efficient HLA typing lab, and our scientific departments. One of our major achievements was the establishment of the Collaborative Biobank (CoBi), which allows us to store blood samples from donors and patients and to use them in retrospective studies. In addition, we provide financial support for research in the field of allogeneic stem cell transplantation, for example with the John Hansen Research Grant (see page 29).

What is more important: to register as many donors as possible or to optimize donor selection?

Both are important. There are many ethnic groups whose HLA characteristics are still significantly underrepresented in the global donor database. This is why we are operating globally in seven countries across five continents to increase the diversity of our donor pool. This enables us to help even more patients around the world. The quality factor also includes looking at younger donors. It is proven that patients who received the transplant from a younger donor have significantly better chances of survival. It is currently assumed that men usually donate higher cell numbers, which is an additional advantage. Therefore, male donors are already more frequently requested by transplant centers. However, every single donor is important, because every one of them could be a lifesaver for a person suffering from blood cancer or other blood disorders.

TREASURE TROVE OF LIFE

The DKMS Life Science Lab is the most powerful HLA typing lab in the world. In the summer of 2019 it relocated to the former premises of the Bundesbank in Dresden, along with its 135 employees, high-tech machine park, and nearly seven million HLA samples from DKMS donors.



These machines determine the CMV status of donors through antibody detection.



COLD ROOM
An employee
removes a sample
from storage.

“Swab to save lives.” Every day, almost 1,800 people on average register with DKMS as potential stem cell donors in Germany alone. Another 1,500 or more do the same at DKMS locations around the world. Their tissue samples, which they take by swabbing the inside of their mouths, are analyzed at the DKMS Life Science Lab (LSL) in Dresden. Their HLA markers are identified in a process known as HLA typing. To handle such large quantities of samples, the LSL operates state-of-the-art, high-throughput systems that perform various important stages of work on numerous samples simultaneously. At peak times, the lab can process up to 7,000 samples a day – currently more than any other lab of this type worldwide. “The fact that we take a broad view on things and challenge what we see sets us apart,” explains managing Director Thomas Schäfer. “When we reach the limits, we don’t just stop; we look for a way out –

and keep on until we find one. As we search, we often come up with innovative new approaches and solutions.”

Since its establishment in 1997, the LSL has produced a number of groundbreaking innovations. It was the first HLA typing laboratory in the world to employ next-generation sequencing (NGS), a cutting-edge technology for high-throughput typing. NGS analyzes DNA extracted from the mucous membranes of the mouth to determine a person’s genetic profile by their tissue characteristics (HLA markers). Ascertaining this profile is a vital part of identifying which potential donors will suit a given patient needing a stem cell transplant.



Matching markers minimize the risk of complications after the transplant has been carried out.

Another innovation by the LSL is CMV testing via buccal swab, as previously the only way to test for CMV had been via blood samples. CMV, or cytomegalovirus, is a member of the herpes family and can cause severe complications in stem cell transplants, especially if patient and donor have different CMV statuses. The new methodology speeds up the

process between the donor search and the transplant, saving time and, potentially, lives.

More space for peak performance

The LSL machine park is comprised of about 800 systems and robots. That amount of high-tech equipment takes up a lot of space and, having developed over the years, the LSL outgrew its previous premises. “We had even started stacking systems



Three questions for Thomas Schäfer

What sets the DKMS Life Science Lab apart from other HLA typing labs?

We’re able to process a vast number of samples – up to 7,000 a day – and we do it in a highly cost-efficient manner. Additionally, the quality of our results remains outstanding. There are two aspects to that. On the one hand there is the fact that, for a stem cell transplant to succeed, you need the best possible match of HLA markers between donor and patient. Normally that involves matching the two variants of at least five HLA markers, but at the DKMS Life Science Lab we type more than 24 HLA markers in high resolution, plus a number of other different parameters. On the other hand is the issue of quality, which in the classic sense includes the accuracy of results given the specific application. Our results are undeniably reliable.

What other areas are being researched at the moment?

Our goal is to go beyond the latest scientific findings on successful donor procurement and develop our own solutions as well, further adding useful parameters that will consistently improve typing profiles. The extra parameters will make it faster and easier to find out whether a donor is a potential match for a patient.



Thomas Schäfer, COO of the DKMS Life Science Lab in Dresden.

What else can the LSL contribute in the future?

Until 2016 the LSL worked exclusively for DKMS, but we are now sharing our expertise with other customers and partners. We handle typing for selected external donor centers, renowned research institutes and universities, as well as corporate research bodies around the world. When choosing partners and customers, we think it’s important that they’re a good fit for DKMS, especially as far as ethics are concerned. We use the additional revenues to upgrade our equipment and optimise our processes – in turn benefiting the patients we serve. Everything we do serves a single goal: to ensure every patient gets the right donor, who is the best possible match and is ready to donate immediately so that the stem cell transplant is a success.

on top of each other on special shelving,” Thomas Schäfer recalls. After a long search, a suitable new home was finally found: the former building of the Bundesbank in the old city center of Dresden.

Some of the LSL’s systems weigh more than 1,000 kilograms – too much for a normal building, which could potentially collapse under the weight. Not this building however! “The floors and ceilings here were already strong enough for our machine park, as they had previously withstood extremely heavy cash processing equipment,” Thomas Schäfer explains. The actual relocation however remained a logistical challenge that was difficult to schedule and also could not impact the day-to-day work of the lab under any circumstances. Over a period of a few months, the new building was adapted to meet the special needs of the lab, with modifications to the ventilation, air conditioning, electricity supplies, and laboratory-specific infrastructure. The existing building was completely gutted and replanned, with 25 different trades in total involved in the relocation. Each individual machine had to be meticulously packed, transported by specialist companies, re-assembled, and installed. Then operational checks were carried out to ensure they were still in working order. Seven million donor samples also had to be relocated and now have a new home behind the thick walls of the bank vault, where they are stored at minus 20 degrees.

What used to be a home for cash and gold is now a treasure trove of life. With 4,500 square meters of floor space, the LSL has now more than doubled what it previously had. All of the specialist departments are now housed under a single roof, with the associated clinical lab for typing patients and their relatives, as well as the LSL’s own search unit. The infrastructure and logistics are ideal for the lab to continue developing and growing, yet its goal remains unchanged: to type increasing numbers of potential stem cell donors for as many transplant-relevant markers as possible and, ultimately, connect them with patients around the world.



Tissue characteristic analysis

At the moment, most labs compare five HLA genes with two variants each, known as tissue characteristics or HLA markers. Ideally, for the stem cell transplant to succeed, these tissue markers should be as similar as possible in donor and recipient. Even when 10 tissue characteristics match, rejections and other complications are still relatively frequent. This is why our research continues, in order to identify additional factors that could have a positive impact on transplant outcomes. The LSL now types 24 HLA markers in high resolution, as well as a range of other parameters such as the KIR receptor family, MICA, MICB, the CCR5 receptor, and blood groups ABO and RhD. We also determine donors’ CMV status by antibody detection.

Life Science Lab in numbers



22

DAYS after a donor registration kit comes in, the full sample analysis will be complete.



4,500

SQUARE METRES OF FLOOR SPACE are now available to the LSL.

IMPROVING THE CHANCES OF SURVIVAL

With its own clinical research unit, innovative projects, and programs for young talents, DKMS is committed to supporting medical advances in the field of stem cell transplantation and holds a key position in the field.



CTU staff regularly evaluate the latest findings



At DKMS, we not only provide access to top-quality stem cell products, but also do all we can in research and science to continue improving the chances of survival for people with blood cancer. After a stem cell transplant, a great many patients quickly return to a normal life. Sadly, this is not the case for all of them though and some are never completely cured. Complications such as graft-versus-host disease, which causes potentially fatal rejection reactions, remain a major challenge to medical specialists and scientists. “As one of the world’s leading organizations in the fight against blood cancer, we conduct our own research and support the innovative research of others to optimize blood cancer treatments and actively improve patients’ chances of survival,” says Dr Alexander Schmidt, Chief Medical and Science Officer with DKMS. “We want to drive progress in the field of medicine to find the best possible treatment for patients and make stem cell transplants even safer.”

Our Clinical Trials Unit (CTU) in Dresden, which we set up back in 2013 as our very own research unit, works closely with the DKMS Life Science Lab to launch groundbreaking projects. One focal point of their scientific work is the continued optimization of donor selection in order to achieve the perfect match. For a patient’s body to accept the stem cells of a donor, the tissue characteristics

and several other parameters of the two individuals must match as closely as possible. The CTU is systematically researching further immunogenetic factors that may have a positive impact on the success of transplants. One study, focusing on killer-cell immunoglobulin-like receptors (KIR), successfully reached completion in 2019 and achieved significant international recognition.

The Collaborative Biobank – a network for life

With its Collaborative Biobank (CoBi), the CTU initiated an innovative long-term cooperation project. The CoBi is a network of health organizations, institutions, and companies that carry out stem cell transplants. As network partners, they are able to share resources for research purposes. Blood samples from volunteer donors and patients are collected by the stem cell donor centers and transplant/cell collection centers involved, biologically prepared, and stored in standard laboratory conditions. The CoBi network already comprises 15 cooperation partners including six university hospitals



- Dresden's Carl Gustav Carus University Hospital and Frankfurt University Hospital among them. "The CoBi is invaluable in our research work," explains Prof. Johannes Schetelig, head of the Clinical Trials Unit and head of the Hematopoietic Stem Cell Transplant Unit at the University Hospital of the Technical University Dresden. "It enables us to carry out large-scale studies in which we can com-

pare very large numbers of actual donors and patients." In addition, the CoBi operates as a network enabling even closer and more effective collaboration between medical and academic specialists. "We hope the CoBi will deliver new insights that will significantly improve the outcomes of stem cell transplants and help to advance our common fight against blood cancer."



DKMS Mechtild Harf Science Award



From left to right: Prof. Richard Champlin, Dr. Alexander Schmidt and Dr. Stephen J. Forman

Better chances of survival after a stem cell transplant and, ultimately, a cure for many blood cancer patients - these are the achievements of the US medical specialist and scientist Dr. Stephen J. Forman (pictured right), from California. He has radically improved stem cell transplantation for both donor and recipient, making the process safer and reducing the side-effects. In 2019, the DKMS Foundation for Giving Life honored his outstanding achievements and advances in cancer immunology, hematology, and stem cell transplantation with the DKMS Mechtild Harf Science Award. The accolade, along with prize money of €10,000, has been presented since 2001 in recognition of the work and research of internationally renowned medical specialists in the field of stem cell transplantation.



Treatment strategy study

Is a major dose of aggressive chemotherapy really the only option before a transplant is carried out? Might it be better for patients with severe, acute leukemia to receive alternative advance therapies and undergo a transplant as soon as possible? That's the question a team of researchers from 18 testing centers - includ-

ing hospitals in Dresden, Mainz, Münster, Erlangen and Leipzig - is currently looking to answer in a study led by the DKMS Clinical Trials Unit. In October 2019, the project was able to involve its 200th patient. With two thirds of the participants needed now on board, another milestone has been reached.



Investing in the future: The John Hansen Research Grant

Support for upcoming generations of scientists in our specialist area is of particular importance to DKMS and a future-focused cornerstone in the fight against blood cancer. Each year, the DKMS Foundation for Giving Life presents four scholarships to outstanding young scientists running promising research projects in the field of stem cell transplants. Awarded since 2015, the John Hansen Research Grant (known until April 2019 as the DKMS Mechtild Harf Research Grant) offers prize money of €240,000 per recipient across a period of three years.

In 2019, the DKMS Foundation for Giving Life presented its scholarships to four young women, the 32-year-old scientist Dr. Katarina Riesner among them. Katarina is a post-doctoral student at the Medical Clinic focusing on hematology, oncology, and tumor immunology at the Charité Hospital in Berlin. The second new scholarship recipient in our research program is Dr. Nathalie Köhler of Freiburg University Hospital, Clinic for Internal Medicine I, who is researching the subject of “Defensis as a potential treatment option for acute graft-versus-host disease” (GvHD). Dr. Kate Ann Markey, MBBS, PhD of the Memorial Sloan Kettering Cancer Center in New York, USA, is investigating the role of the microbiome in chronic GvHD and immune reconstitution after stem cell transplants. The fourth awardee is Dr. May Daher of the MD Anderson Cancer Center at the University of Texas in Houston, USA, who is modifying certain immune cells

from cord blood to make them more effective against leukemia cells.

John A. Hansen, for whom the grant is named, devoted his entire life to researching the causes of the dreaded graft-versus-host disease and advancing the fight against it. GvHD is a complication with high mortality rates and severe symptoms. It occurs when transplanted donor cells identify a patient’s own healthy cells as foreign and attack them. His outstanding achievements as an internationally renowned oncologist in the field of hematopoietic stem cell transplantation have made a decisive contribution to increasing the efficacy and safety of blood stem cell and bone marrow transplants – giving many more patients a second chance at life. As a longstanding member of the executive board of the DKMS Foundation for Giving Life and of the DKMS Medical Council, John Hansen had close ties with the DKMS family until his death on 31 July 2019 at the age of 76. To commemorate his life’s work, the DKMS Mechtild Harf Science Award was renamed in his honour. “We are deeply grateful to John Hansen for his achievements as a medical specialist, researcher, and human being,” says Marcel van den Brink, Chairman of the Foundation Council. “Having his support, both as a personality and as an expert in the fight against blood cancer, was a great honor and a gift. His achievements will continue to inspire future generations.”



From left to right:
Dr. Katarina Riesner,
Dr. Natalie Köhler, Kate
Ann Markey MBBS, PhD,
Dr. May Daher

SO MUCH MORE THAN JUST A JOB

In 2019, our mission to give as many people as possible a second chance at life continued – with 653 employees working in 22 departments at DKMS gGmbH.



Highly motivated:
Prof. Johannes Schetelig (left)
and Henning Baldauf at work

What's it like to work at DKMS? For our donor recruiting and communications teams, work consists of organizing donor drives all over Germany, raising awareness around a lifesaving topic, and encourag-

ing people to sign up as potential stem cell donors. For our data management team, it's all about making sure roughly 1,000 registration kits are sent out every day and that the data and HLA profiles of newly reg-

istered donors are properly entered into our system. Then, of course, there are our colleagues in the medical departments. For them, working at DKMS means linking matching stem cell donors with patients and guiding them on the journey from the first contact through to the donation and beyond. The scientists in our research departments work on groundbreaking studies that aim to increase the chances of survival for people with blood cancer around the world. Finally, the backbone of our efficient organization and its various activities is HR. Their main task is to find the best employees for our ranks, give them proper training, and, hopefully, one day promote them. Our HR team ensures DKMS has the right conditions for everyone to work as effectively as they can on the achievement of our goal: to give as many people as possible a second chance at life.

Working conditions for employees

Thanks to our state-of-the-art flexi-time model, DKMS employees can work flexibly while meeting operative requirements. In 2019, we also introduced remote working, which allows employees to work away from the office for up to 60 days a year. "We attach great value to achieving the best possible work-life balance. One way of making that possible is through our flexible working time model," says Human Resources Director Daniel Knoll, summarizing the situation. Our employees receive fair remuneration in line with the market, as well as capital-forming benefits and company pensions. Any concerns can be discussed with the Works Council, who represent employee's interests to the management.

Close despite the distance

Thanks to the latest communication software and video conferencing systems, employees across our four sites in Tübingen, Cologne, Dresden, and Berlin can collaborate closely and productively. In addition, there's the DKMS intranet, which keeps everyone up to date with the latest developments and innovations - daily and across our four German sites. The intranet also invites lively discussions and exchanges between employees, managers and executives. For new employees, induction days at our sites in Cologne and Tübingen provide a fantastic benefit by offering a first overview of our various departments as well as personal introductions to some of our team. One of the departments that newcomers get to see is Workup, which is the largest in our organization with 45 employees. Their main task is to contact potential stem cell donors. They are the main interface between donors, cell collection centers in Germany, and transplant clinics around the world.

Professional development

The professional and personal development of our staff is a key task for our HR management team and is supported by DKMS Learning, a digital platform introduced in 2019. DKMS Learning offers in-house and external training, further education, and all the relevant documentation. Our Human Resources department is also responsible for employee development, working time models, HR communications, and carries out the important task of gauging and maintaining employee satisfaction. Employee surveys are performed on a regular basis and, once evaluated, form the basis for managers and staff to discuss suggestions for improvements and agree on practical



Cross-site events example: B2Run



In 2019, DKMS was the charity partner of B2Run, a nationwide series of company running events at which we set up booths to attract participants' attention and raise awareness of blood cancer and stem cell donations. We also provided some of the athletes for the events. In Cologne, for example, we fielded a total of 39 colleagues from our various German sites. Sporting standard red DKMS jerseys as they crossed the line, they clearly nailed their colors to the mast!

measures. One thing we find especially positive – and which is a clear sign of employee satisfaction – is the fact that DKMS performs above average in in-house surveys when compared directly with other organizations, not only on commitment and motivation, but also on overall employee satisfaction. Many of our employees have been with us for a number of years. In 2019, three of them celebrated 25 years of service with us.

Whether a newcomer or an old hand, in Donor-To-Patient, IT or our mailroom, there’s one thing every DKMS employee does: help give people with life-threatening diseases a second chance at life.

OUR TEAM NEEDS YOU!



207

JOB POSTINGS



3,867

INCOMING APPLICATION



39

POSITIONS TAKEN BY EXISTING EMPLOYEES

Headcounts at DKMS gGmbH sites

	Employees in total	Berlin	Dresden	Cologne	Tübingen	Hövelhof*	Share of student placements
2018	586	9	176	154	243	4	7.3%
2019	653	12	204	169	265	3	7.8%

* Hövelhof closed down on 31.12.19.



19 YEARS

THE AGE OF OUR YOUNGEST EMPLOYEE

38.2 YEARS

THE AVERAGE AGE OF OUR EMPLOYEES

64 YEARS

THE AGE OF OUR OLDEST EMPLOYEE

SOCIAL MEDIA IN 2019

Ten million interactions: Every click counts!

2019 was also an eventful year on social media. Tailoring communications to meet the requirements of specific target groups is essential, especially when it comes to reaching out to tomorrow's donors. First of all, authentic content is needed, such as true stories of patients and donors. Additionally, it is also important to use modern tools to get the message across, such as creative face filters, video stories, or networking with influencers. In 2019, the messages and stories we put out on our social media channels prompted over 210,000 people to order a registration kit. This is ultimately about 40 percent of all online registrations and makes social media the largest driver of online orders for DKMS swab kits.

The relaunch of our YouTube channel was a major milestone and is helping us extend our reach to younger people. Having undergone a refresh in the first half of 2019, it was ready to air the first new formats in the latter part of the year. One such format is "Deine Story zählt" (Your Story Counts), a series reporting on our heroic stem cell donors and telling their personal stories.



Our new YouTube format "Deine Story zählt" (Your Story Counts)

In addition, an awareness campaign established our first few contacts in the world of gaming. Gamers are a highly relevant group nowadays, even if the link between gaming and blood cancers is not immediately apparent. Still, both are supported by a strong community that can be sensitized to our important topic through the use of authentic stories.

To strengthen and develop the bonds with our community, we provide our followers on social media with interesting background information on our work in the fight against blood cancer. Meeting their needs and entering into a dialogue with them is particularly important, as nobody will come to us and stay for the long term if all we do is talk about ourselves. Today more than ever, listening, interacting, and meeting the expectations of our target groups is essential. In 2019, our work delivered impressive results, with more than 10,151,366 interactions with content on our channels. Whether like, share, or comment, ultimately every



1,168,361
FACEBOOK FOLLOWERS



18,169
TWITTER FOLLOWERS



137,138
INSTAGRAM FOLLOWERS



4,640
YOUTUBE FOLLOWERS

“WE WANT TO BE EVEN BETTER!”

Speed, efficiency, and the highest quality standards are key to helping save as many lives as possible. That’s why we work constantly to improve our processes and develop.



At the heart of everything we do are the patients whose lives depend on our work, whether today or in the future. Giving them a crucial second chance at life by procuring them the best-quality stem cell products quickly and reliably is what drives us. This is why we are constantly adding new, well-informed potential stem cell donors to our registry and make them available for global donor searches as quickly as possible with high-resolution typing results.

Quality management, process optimization, and digitalization play a vital role, because the faster, more efficient, and more effective our work and process structures are, the more people we can help. That’s what we work every day to achieve as we continue to develop. “We want to be even better,” says Maren Weber, who is in charge of quality manage-

ment. “Not just at our German sites but also around the world. That’s why in 2019 we began setting up a global QM system to ensure and develop our high standards in all the countries where DKMS operates.”

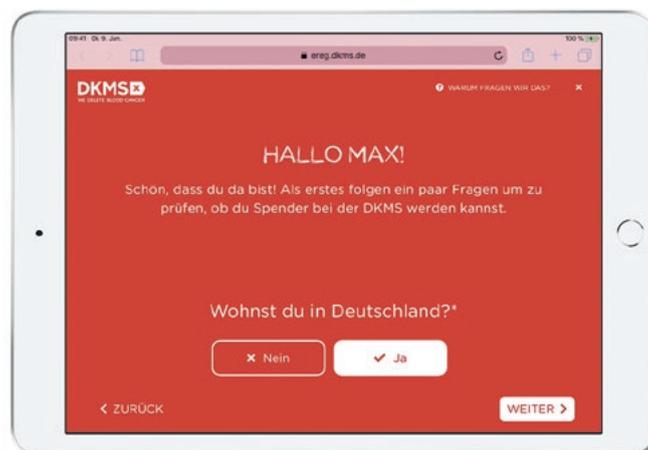
Systematic evaluation, outstanding services, and a spirit of innovation are integral to the corporate culture at all DKMS locations. The questions we tackle range from how to make registration even easier for new potential donors and explain things to them as best we can to how to recruit even more people worldwide as partners in the fight against blood cancer. When it comes to identifying potential donors, we focus on how we can optimize our processes so registrants will be available to donate as soon as possible? In 2019 we managed to put various relevant ideas into practice and optimize existing

processes in numerous areas – always with the aim of giving as many patients as possible a second chance at life. The only way we can facilitate lifesaving transplants is through the selfless commitment of our donors. That is why it is so important that we make sure they are aware of all the medical and organizational aspects at every stage of the process, from registration through to actual stem cell collection and beyond, and that we remain with them every step of the way.

In various projects, we are analyzing how to improve our communication with donors even further. These include a donor communication analysis, as well as a satisfaction and needs analysis. In 2019 we also set up our customer experience management, which further takes into account the needs and experiences of our various stakeholders.

New technology means better-quality data

To increase the quality of data from donor drives and transfer the details of newly registered potential stem cell donors into the system even faster, an interdisciplinary team at DKMS developed e-registration. Instead of entering their details on paper, new donors use tablets, which guide them interactively through the new, digital registration process. As well as taking their details, the tablets clearly provides them with all the medical information they need to know. E-registration has been in use since July 2019, primarily for donor drives at schools and universities, with positive responses from users. They describe the interface as visually appealing and user-friendly, and the information as clearly presented and easy to understand. A practical feature is the automatic timing of the swabbing from the inside of the cheek to ensure enough tissue material is picked up.



New milestone: e-registration by tablet

Another advantage is that all the necessary data is fed straight into the system, unlike with a paper consent form where details are not transferred until afterwards, which helps to significantly save time.

In the second half of 2019 alone, some 2,000 new donors registered using tablets. After a successful debut, e-registration is now due to be rolled out at company donor drives, public patient drives, and elsewhere.

Up-to-date details and speed save lives

If a registered donor is found to be a potential match, we contact them immediately. To avoid losing valuable time, it is imperative that we can reach them quickly and reliably at any time.



Germany's most popular non-profit

Since 2015, the YouGov CharityIndex has provided information on 30 active charity organizations in Germany based on 16 aspects of brand presence, brand assessment, and brand relations. Around 2,000 consumers a month are polled for the YouGov CharityIndex – on their general willingness to donate, reputation, satisfaction, and advertising perception. In 2019, DKMS again ranked top overall in popularity, for which we are very grateful.

Top 5 overall ranking

- | | |
|---|------------------|
| 1. DKMS | 45 points |
| 2. Ärzte ohne Grenzen medical charity | 42 points |
| 3. SOS-Kinderdörfer children's charity | 38.2 points |
| 4. Deutsche Krebshilfe cancer charity | 34.3 points |
| 5. Ein Herz für Kinder children's charity | 32.2 points |

That is why our data management team ensures that donor contact details are always up to date. In 2019 alone, the 16-strong team performed over 100,000 record updates. They also make sure that the pseudonymized data of all new donors is available for global searches in the national and international registries as soon as possible after registration and tissue sample typing.

Speed and the highest quality standards are also the focus of a project initiated by the HLA Service department. In 2019, the project team selected 123,986 registered donors who are especially likely to be a match owing to their very common HLA characteristics and fulfillment of certain other criteria. They wrote to them requesting that they fill out a brief health questionnaire. By the end of the year 47,833 of them had taken part in the project, allowing us to record important medical parameters in advance. This will save time if they are ever approached as a potential donor, as they can now be matched even faster to patients who need them.

IT ensures progress

Another area that requires state-of-the-art, high-tech solutions is the advancement, integration of innovations, and process optimizations into our IT department. “To make sure our internal work processes continue improving, it’s important that we, in IT, also never stand still, be it in terms of technologies or IT security,” says Dr. Julia Pingel, Director of Information and Technology Services. The IT specialists work alongside the Bioinformatics department, which deals with software solutions for biological issues. Head of department Dr. Jan Hofmann explains: “We translate scientific processes – such as the many new developments in the DKMS Life Science Lab – into algorithms and link them to the necessary technical processes.”

The quality projects and innovations are proof that, when it comes to giving patients a second chance at life, our staff give their best, day in and day out, helping to drive our ongoing development. In addition to being the most successful donor center in the world, we are determined to keep on being the best we can be for all those patients whose lives depend on our meticulous work, now and in the future.



Data protection at DKMS

As the world’s largest registry for stem cell donors, DKMS has a particular responsibility for ensuring the personal information and sensitive medical data we store about our registered donors and patients is adequately protected. The same is true of our corporate data on staff and business customers, not to mention the contact details of our financial donors and volunteers, which require particularly scrupulous storage. That’s why data protection is a top priority at DKMS. First and foremost, we comply with all the requirements of the European Union’s General Data Protection Regulation (GDPR) and Germany’s Federal Data Protection Act (BDSG). In addition to the statutory requirements, DKMS is also committed to ensuring an exceptionally high level of data protection by way of an internal guideline that focuses on three main areas:

- Guaranteeing data security in the company
- Protecting the personal data of donors and patients
- Training our staff

Moreover, we make sure that anyone who receives data from us also complies with the data protection regulations, by requiring all our service providers to sign a data processing agreement to uphold the GDPR and BDSG standards.

TOTAL NUMBER OF DONORS AT OUR INTERNATIONAL ENTITIES*

Germany

6,496,594

Poland

1,521,035

USA

1,090,818

UK

632,043

Chile

39,683

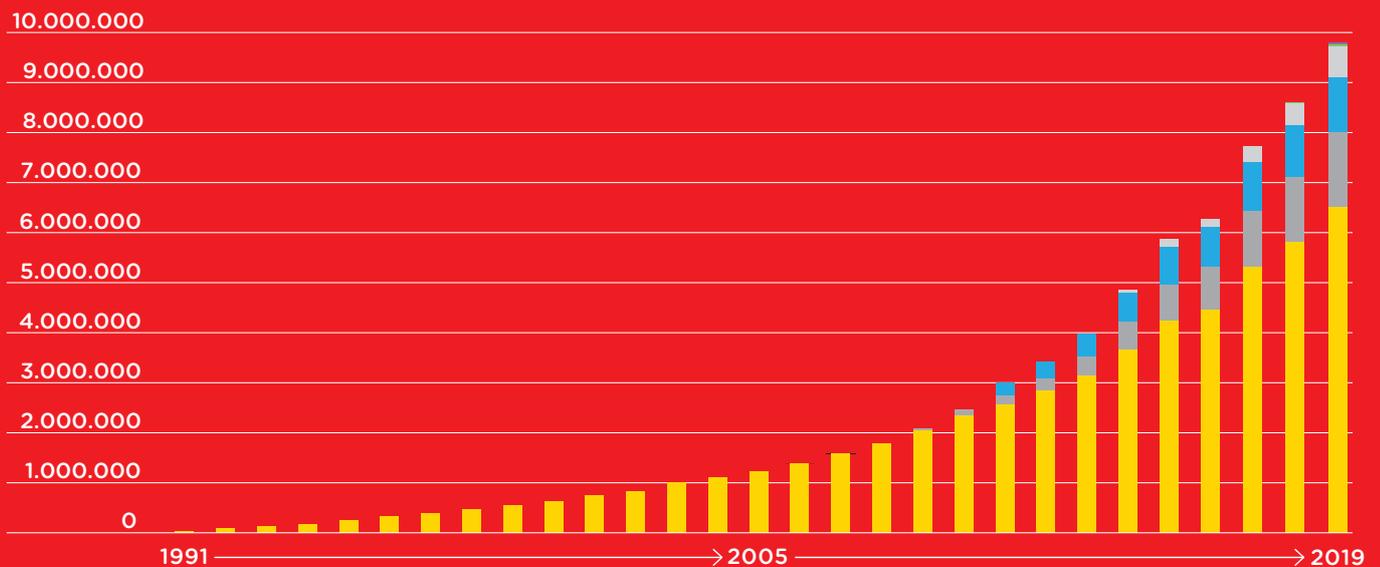
India

37,998

Total
9,818,171

* Active donors

DEVELOPMENT OF DONOR NUMBERS OVER THE YEARS



DKMS in Germany

DKMS in the USA

DKMS in Poland

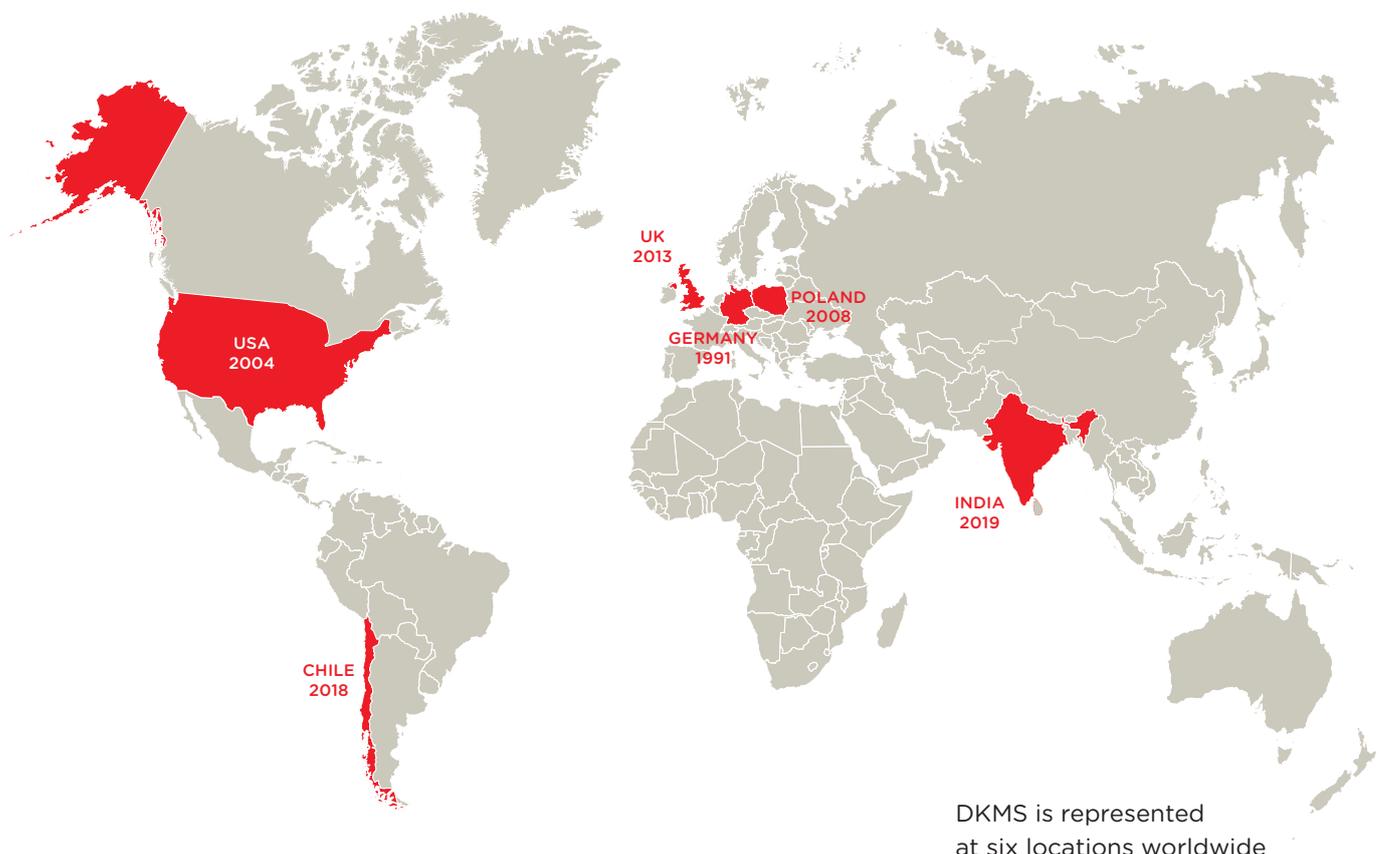
DKMS in the UK

DKMS in Chile

DKMS BMST Foundation India

INTERNATIONAL MILESTONES

Blood cancer knows no borders. In our quest to help more and more people, DKMS continues to expand internationally - because the worldwide fight against blood cancer calls for an intercontinental network.





The team of the DKMS BMST Foundation India

World Blood Cancer Day on May 28, 2019 was a very special day for DKMS. The global day of action saw the DKMS BMST Foundation India officially begin its work. DKMS gGmbH had already joined forces with the Bangalore Medical Services Trust (BMST) in India before that, but now operates as a joint venture with the Indian competence center in the areas of blood bank services, transfusion, and immunohematology. The DKMS BMST Foundation provides access to large numbers of potential stem cell donors to give patients with leukemia, thalassemia, aplastic anemia, or other diseases of the hematopoietic system a second chance at life, whether in India or around the world.

Regina Landwehr has been a project manager in the International Business Development department at DKMS since 2014 and is responsible for opening up more countries to DKMS. For her, establishing a location in India was an important milestone. "In this first DKMS joint venture, I was responsible - with the support of experts from various specialist departments - for supervising and coordinating the setup of the local organization in Bangalore," she reports. "The challenges we encountered in setting up the new organization were specif-

ically around cultural differences and the country's bureaucracy. You need patience, that's for sure, and there are plenty of obstacles to overcome. But we succeeded in the end - thanks in very large part to the tireless support of our Indian partner BMST."

DKMS and BMST first decided to team up back in 2015 to get the ball rolling on their joint venture. This allowed them to put together a local team early on and begin registering potential stem cell donors in accordance with DKMS quality standards, despite the lengthy approval processes in India. "We overcame resistance, never lost courage, and always kept fighting for our shared dream. That moved me personally a great deal," recalls Regina. Our donors and our patients, whose lives depend on our work, were always the focus of everything we did. "We have a fantastic team in Bangalore who have now adjusted core DKMS processes to meet local conditions and who continue to establish themselves. The international collaboration between the specialist departments has been - and remains - unique."



Superb results in our international entities

In 2019, our colleagues at DKMS in Poland were delighted to hold their biggest drive to date, which brought in 2,600 new registrations for the sick Rafat and other patients in need. Furthermore, by funding the purchase of equipment worth four million zloty, DKMS Poland provided valuable support for Polish hospitals and the national health system. Another highlight was the launch of a collaboration with the Polish Cancer Patient Coalition, which saw Poland’s First Lady Agata Kornhauser-Duda visit cancer patients in a Warsaw hospital.

A collaboration with phenomenal results came about in November 2019, when DKMS began

working with the popular British comedian and presenter Al Murray. DKMS in the UK came to his attention when his nephew Finn needed a stem cell transplant after being diagnosed with juvenile myelomonocytic leukemia. In moving interviews with national newspapers and TV shows, Murray told Finn’s story and appealed to the public for help – with staggering success. In just 48 hours, over 30,000 registration kits had been requested online – a DKMS world record! In addition, £35,000 was donated to DKMS.

DKMS has been active in Chile since 2018, where it already enjoys terrific support. In March 2019, a drive organized by the team from DKMS Chile on behalf of 8-year-old aplastic anemia sufferer Catalina recruited some 3,000 new potential stem cell donors. Then, in November 2019, the DKMS team in Chile pulled off the seemingly impossible: a Guatemalan patient living in the US urgently needed a stem cell donation from her brother – but he lived in Guatemala and had no US entry visa. DKMS managed to overcome all of the bureaucratic hurdles and organized the collection of her brother’s healthy stem cells in Chile, ultimately giving Catalina a second chance at life.

An emotional meeting

In May 2019 came another very special event in the form of the annual DKMS gala, at the Cipriani Wall Street in New York. Our global ambassador and Vice Chair of the DKMS Foundation Board Katharina Harf hosted an unforgettable evening, which raised a sen-



Sharing knowledge and experience: the Global Collaboration Grant

Inspired by the 25th anniversary of the World Marrow Donor Association (WMDA), DKMS presented its first Global Collaboration Grant in 2019. Designed to promote joint engagement, the grant allows us to support other organizations by sharing our knowledge, experience, and resources with them. From a large number of applicants, we finally chose two to receive the grant: the South African Bone Marrow Registry (SABMR) and a donor center in Greece, the Centre of Bone Marrow Donor Volunteers – University of Patras CBMDP – “Save a life”. The grant includes 5,000 free typings and a three-week training course for two staff members at a DKMS location, with travel and accommodation included. In addition, each supported organization receives up to €25,000 for PR activities and donor retention measures. The DKMS Global Collaboration Grant is worth around €150,000 in total and is awarded for one year.



Patient donor drives draw large crowds in Chile too.

sational US\$ 4.75 million for our mission. The emotional high point was undoubtedly the moment when Carson first came face to face with his lifesaver, Samuel. Carson had been diagnosed with lymphoma just a day after his ninth birthday. For a while, chemotherapy seemed to have stopped the progression of the disease, but then it came back and Carson's only hope of survival was to find a matching donor. Luckily, his donor Samuel had registered with DKMS in October 2012.

With our activities in the US, Poland, the UK, Chile, and India, we want to improve the situation for blood cancer patients all over the world by recruiting as many donors with different HLA markers as we can. Successful stem cell transplantation requires the best possible match of tissue characteristics between patient and donor. Due to the fact that each ethnic group has its own combinations of especially common HLA markers, the more registered donors of a given ethnicity there are the better the chances patients have of finding a suitable donor. This is why our worldwide activities are so crucial in the fight against blood cancer.

→ **76 %** OF COLLECTIONS FROM DKMS DONORS IN GERMANY ARE SENT ABROAD.

→ TO DATE, WE HAVE SUPPLIED PATIENTS AT AROUND **600 HOSPITALS** IN **57 COUNTRIES** WITH STEM CELL DONATIONS.

→ IN 2019, **24%** OF DONATIONS WENT TO THE USA.

→ **52 %** WENT TO THE REST OF THE WORLD, NOTABLY FRANCE (**13.6%**), UK (**11.2%**), ITALY (**9.3%**), TURKEY (**6.1%**), AND THE NETHERLANDS (**5.6%**).

→ **24 %** OF STEM CELL DONATIONS REMAINED IN GERMANY.

→ **27 %** OF DONORS WORLDWIDE ARE CURRENTLY REGISTERED WITH DKMS.

→ **39 %** OF GLOBAL STEM CELL COLLECTIONS ARE MADE POSSIBLE BY DKMS DONORS.



Help for children with thalassemia



Thalassemia is a hereditary disease that is widespread in India, with many children already affected in infancy. A genetic anemia, it is caused by a defect in the protein hemoglobin that disrupts the transportation of oxygen in the body. DKMS works closely with the international aid agency Cure-2Children and the Sankalp India Foundation, which enable high-quality, cost-efficient stem cell transplants in local hospitals. We also work with local NGOs and transplant clinics, while covering the typing costs to support HLA typing of severely ill children and their siblings in so-called Thalassemia Camps in India. The aim of our joint involvement is to provide children in low-income countries like India who have life-threatening diseases of the hematopoietic system with access to reliable medical treatment locally, for example through stem cell or bone marrow transplants from a matching sibling or parent. Our help is desperately needed too. In India alone, over 10,000 children a year are born with thalassemia.

MONEY DONATIONS SAVE LIVES

As a non-profit organization, DKMS also requires financial support to help us improve patients' long-term chances of survival. Potential stem cell donors, monetary donors, associations, companies, and foundations all provide vital support in the fight against blood cancer.



DKMS Chair of the Board of Directors Dr. Elke Neujahr (right) and the Cologne staff thank Anna Fennen of Leukin e.V. for her support.

In our Fundraising department, building and maintaining long-term partnerships, as well as continuing ongoing donor retention, takes center stage. This is where we generate and manage our monetary and in-kind donations, in addition to our sponsorships, collaborations, and pro bono contributions. With our various options for financial support, we invite anyone with a desire to help to get involved in our vital cause and join our big DKMS family. Even if they do not meet the criteria to become a potential stem cell donor, there is still plenty they can do to help. “Classic monetary donors who would rather receive a letter from us tend to be more interested in what our research projects involve or in bequeathing to non-profits,” explains Heike Müller-Jungbluth, head of Fundraising at DKMS. “The younger ones, on the other hand, like to get involved in campaigns and ‘share’ their involvement on social media. Generally speaking, all our donors want to know not just what their money is funding, but also what particular impact their support has. In other words, they want to know what it achieves.”

Funding always needed

Every new potential stem cell donor costs us €35 to register (see page 49). That means we need over €22.5 million a year just to fund our donor recruitment. We are largely able to cover the costs with the donations of our many generous supporters. However, we also need financial support for science and medicine so we can initiate and run pioneering research projects. A donation of €300 allows us to conduct lab experiments to analyze cells and action mechanisms in the fight against blood cancer, for example. €8,000 allows us to carry out our own clinical studies to find the best possible treatment for blood cancer patients.

United against blood cancer

Thanks to various fundraising appeals mailed out to potential supporters, our donations in 2019 totaled €4,536,950. But support also came in unsolicited from the almost 15,000 committed regular donors among our Friends of DKMS. In addition to the donations from private individuals, many companies also back our mission, with over 4,000 businesses helping to fund our fight against blood cancer in 2019. Added to this are 1,110 active associations and around 330 fundraisers that were organized by volunteers in support of DKMS. Furthermore, 110 people holding private celebrations asked their guests for donations to DKMS instead of gifts. Finally, 30 foundations supported us with generous donations and we received seven donations from inheritances. For the past 23 years, we have also been able

to rely firmly on the volunteering support of Leukin e.V., which is especially active in East Frisia in northern Germany. Leukin e.V. helps children with leukemia, raises awareness of blood cancer, motivates people to register, and collects money for the cause. Thanks to their tireless efforts, Chair Anna Fennen and her team managed to raise around half a million euros for DKMS in 2019 (see photo) and have kindly pledged to continue this extraordinary commitment in the future.

Every euro counts

In 2019, DKMS received a total of €18.95 million from monetary donations, proceeds from sales of donated items, and allocations from fines. This money is used specifically to fulfill our mission according to our statutes (see page 49). Every bit of support and every donation, no matter how small, is a valuable contribution to our various activities aimed at saving as many lives as possible. We are enormously grateful to everyone who helps us carry out this vital work.



Doing good with Facebook

We received almost a million euros – €990,880, to be exact – raised from personally motivated fundraisers on Facebook, for instance to celebrate events like birthdays or weddings. This fantastic support came from a total of 18,740 online fundraising events organized for our benefit. 56,377 users heeded the call and clicked the donate button. Social engagement on social media!

WHAT SPURS US ON

A promise our founder once made to his sick wife has become our greatest ambition: to give every blood cancer patient a second chance at life.

The story of DKMS began in 1990, with one family's fate and their fight for the life of a loved one. For Mechtild Harf, a bone marrow transplant was the only hope of beating her leukemia. At the time however, there were just 3,000 potential stem cell donors registered in Germany. Faced with this seemingly impossible task to find a "genetic twin" for his wife, her husband Peter took the initiative himself and decided to devote his entrepreneurial spirit to the ambitious goal of improving the survival chances of his wife and other people affected. To begin with, this meant significantly increasing the number of potential stem cell donors.

On May 28, 1991, Peter Harf founded DKMS together with Gerhard Ehninger, the doctor treating Mechtild. In the first year alone, the number of available donors in Germany rose from 3,000 to 68,000! Yet, despite all the efforts of her family and their many supporters, Mechtild sadly succumbed to her illness. Before she passed away however, she made her husband promise to keep fighting until there was a matching donor for every patient. Peter Harf remained true to his promise and by 1995 DKMS had become the world's largest stem cell donor registry. We continue to work tirelessly to fulfill our vision of conquering blood cancer. By the end of 2019, we had procured some 83,000 stem cell donations for people in 57 countries.

Our Mission

Ultimately, it's all about one thing: saving as many lives as possible. As an international non-profit or-

ganization, we see our main jobs as making people aware of the fight against blood cancer and other diseases of the hematopoietic system, improving the treatment options, and registering potential stem cell donors in order to save patients' lives. We do this in various ways:

- We motivate the general public, educational institutions, and companies to hold registration drives.
- We collect donations to fund the costs of registration.
- We cultivate long-term relationships with our donors.
- We are in close contact with patients, transplant centers, doctors, and nurses.
- We support the further development of treatments against blood cancer with our own research, research grants, and cutting-edge technology in our lab.
- We improve access to transplants for patients around the world through our work with other countries.

What spurs us on day after day is our wish to help our patients as best we can and not just by solving the current problems. Rather, we look ahead, devoting ourselves now to the needs of people whose lives will depend on our work in the future. Our work goes on. It knows no bounds. And there is still a whole lot more to do!

FINANCIAL RESULTS 2019

At DKMS, we combine a passion for our cause with a good head for business. Being self-funded, we work independently of government grants. When it comes to expanding our registry, the support of financial donors is vital.

A non-profit organization, DKMS gGmbH works primarily to recruit informed volunteers as stem cell donors. Cells are donated via peripheral blood stem cell collection (PBSC) or bone marrow harvesting (BMH) and transplanted into patients with leukemia or other blood disorders. To help us realize this goal, we actively support the development and maintenance of systems and databases that simplify and accelerate the search for suitable donors, both in Germany and, increasingly, abroad. The remaining steps in our process chain are: the participation in donor selection for blood cancer patients, the procurement of stem cells, and the provision of cells for transplant.

One factor in DKMS's success in recruiting potential donors is the public awareness and popularity of our organization in general. This is directly linked to the satisfaction of donors on our registry. DKMS is the largest of nearly 30 donor centers in Germany.

We also have the highest number of potential stem cell donors: 6,496,594 as of 31 December, 2019. Owing to a marked increase in donor recruitment in 2019, DKMS was able to add a particularly large number of donors to its database who are high-resolution typed to the latest medical and lab standards. For transplant doctors seeking a donor, the advantages are enormous: comprehensive typing of the human leucocyte antigen (HLA) markers of every donor joining our registry provides a wealth of high-quality data. It eliminates the need for further time-consuming typing later on and crucially speeds up the treatment of patients. However, as more and more national and international databases use high-quality typing results and ever more new donors' HLA markers are already available from existing donors in our database, the number of transplants involving DKMS donors is rising disproportionately to the number of our new recruits.

At the end of 2019 a total of 6,496,594 donors were registered with DKMS in Germany (compared with 5,869,356 the previous year), marking an increase of 10.7 percent. New registrations were slightly up on the previous year's figure of 641,725, totaling 649,417 at the end of 2019. The number of potential stem cell donors joining our database easily exceeded the number leaving for reasons of age, ill health, etc.

Since mid-2016, DKMS has been expanding its business activities beyond the functions of a donor center to become active as a registry. We now link transplant hospitals with donors from other databases as well. Our registry function is an integral part of our internationalization strategy and fits seamlessly with our existing activities. For example, as part of our endeavor to provide the best possible donor match for patients with blood cancer or other disorders of the hematopoietic system, DKMS has long been promoting and financing the establishment of donor centers in Europe and beyond that are legally independent, but cooperate closely with the organization in Germany. The registry function is available in countries that do not yet have established public register organizations and is offered to the donor centers in these countries. Furthermore, DKMS is dedicated to researching the effectiveness of hematopoietic stem cell transplants with non-related donors and raises funds to pass on to other organizations promoting public health care or science and research. "Over the coming years, we will continue to develop in these areas in the interests of our donors and patients," says Dr. Elke Neujahr, Chair of the Board of Directors.

DKMS-registered donors are particularly attractive to transplant centers for two main reasons: the high quality of typing results in our database and the fast availability of donors when they are asked to help. At DKMS, typing results comprise not only HLA characteristics, which must match between donor and patient, but also other parameters such as blood group (ABO, RhD), CCR5, and KIRs, as well as CMV status. These parameters are defined and available for every new donor that is added. They play a key role in patient-donor matching and help to speed up the selection process.

In the realm of fundraising, DKMS faced two main challenges in 2019. The first was the systemic dys-functionalities of the newly adopted CRM software, which resulted in income losses from certain revenue streams. The second was a further steep fall in revenues from registration-related channels, such

as public drives and mail donors, attributable in particular to the focus on recruiting a younger demographic. Nevertheless, DKMS managed to increase its fundraising by 2.2 percent year-over-year. This is in part due to maintaining the higher contact frequency of 2018, but also comes from keeping retention level of existing donors up, strengthening the focus on community fundraising, and benefiting significantly from consistent address generation through donor recruitment.

Intangible assets mainly consist of software, the majority of which was capitalized in the previous year. The year-over-year decline is largely due to depreciation and amortization.

Tangible assets received no major investment in 2019. The change in financial assets, which amounted to €642k, was largely attributable to the top-up of a loan granted to DKMS Life Science Lab GmbH (+€1,104k) to finance a further NovaSeq lab system. This was offset by the planned repayment of €462k.

In the business year 2019, €688k was spent on raw, auxiliary, and operating materials (compared with €478k the previous year). The increase was largely due to the additional purchase of buccal swabs before the end of the year to cope with the consistently high number of new registrations expected. Unfinished services, mainly related to bone marrow/stem cell collection cases in progress, amounted to €464k (compared with €429k the previous year). Receivables and other assets totaled €12,530k at the end of the business year, a rise of €1,577k compared with one year earlier. This was largely due to an increase in receivables on the reporting date from the DKMS organization in the US and the cord blood bank, DKMS Nabelschnurblutbank gGmbH. Cash on hand and bank balances rose €6,800k to €55,766k. The increase was essentially attributable to the good operating activity, alongside high non-cash depreciation and amortization, and moderate new investments.

Equity rose by €6,230k year-over-year, reaching €132,606k at year-end. This reflects the positive business development throughout the year. Reserves increased by €5,901k, from €124,246k to €130,147k at the end of the business year. The development, composition, and intended use of reserves are detailed in the appendix to the annual financial statement.

BALANCE SHEET

ASSETS	2019, in €k	2018, in €k
A. Fixed assets		
I. Intangible assets	8,750	12,875
II. Tangible assets	3,301	3,685
III. Financial assets	62,398	61,756
Total	74,449	78,316
B. Current assets		
I. Inventories	1,227	917
II. Receivables and other assets	12,530	10,953
III. Cash on hand and bank balances	55,766	48,966
Total	69,523	60,836
C. Prepaid expenses	1,271	1,628
TOTAL ASSETS	145,243	140,780
EQUITY AND LIABILITIES	2019, in €k	2018, in €k
A, Equity	132,606	126,376
B, Provisions		
I, Tax provisions	1	0
II, Other provisions	5,936	6,660
Total	5,937	6,660
C, Liabilities		
I, Liabilities from conditionally repayable donations	100	456
II, Deposits received on incoming orders	204	523
III, Liabilities from goods and services	4,042	5,122
IV, Liabilities to affiliated companies	1,978	1,049
V, Other liabilities	376	594
Total	6,700	7,744
TOTAL LIABILITIES	145,243	140,780

Other provisions amounting to €5,936k were mainly used for employee bonuses, outstanding invoices, and outstanding donor stem cell collection costs. The remainder was used largely for staff provisions and financial statement costs.

Liabilities fell by €1,044k during the course of the business year, mainly owing to the decline in liabilities from deliveries and services by the reporting date.

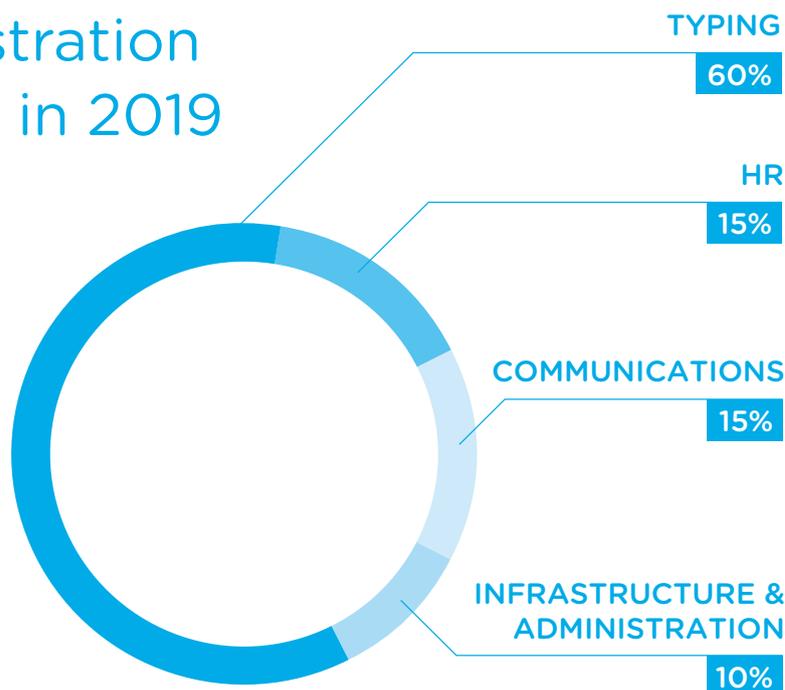
In the business year 2019, €23,666k was invested in expanding the donor database through new registrations (compared with €25,857k the previous year). €5,374k of that amount was financed through other means than donations (compared with €8,333k the previous year), being funded instead solely by DKMS-generated capital, as in the year before. Reserves for scientific research projects to fight leukemia came to €6,640k, while those for quality improvement projects stood at €2,219k. €3,232k was used to fund scientific projects last year and €863k for quality improvement projects. Grants to DKMS organizations outside Germany and support for sponsorship projects amounted to €11,068k compared with €8,202k the previous year. Of this, €4,198k went to the joint

venture in India, €3,350k to the organization in the UK, and €1,938k to the cord blood bank, DKMS Nabelschnurblutbank gGmbH. €600k went to DKMS LIFE gGmbH, €414k to the DKMS organization in the US, and €80k to the parent organization DKMS Foundation for Giving Life. €489k went to support third parties.

As a non-profit organization, DKMS has a baseline goal of covering its own costs through business operations. It refinances itself mainly through reimbursements from public health care systems in Germany and abroad and through financial donations from private individuals and companies.

With revenues of €100,100k, DKMS was once again able to lay the foundation for a very positive performance, slightly exceeding its own expectations (€99,513k) by 0.59 percent. The rise in income was the result of the sustained development of stem cell donations realized throughout the business year and is in line with expectations from the previous year. After rising sharply in 2018, other business revenues fell slightly compared with the previous year (-€588k) to €21,568k, even though donations were up again (+€406k). The fall is mainly attributable to declining revenues from the dissolution of

Registration costs in 2019



In 2019, each new donor cost €36.44 to register. Improved typing quality means the cost continues to rise, but DKMS still only requests a donation of €35 per registration.

provisions for contingent losses and foreign currency gains.

The cost of materials increased slightly on the previous year, by €1,254k, primarily because of a 1.2 percent rise in the number of typing cases.

After rising in the previous year, personnel costs fell in 2019, even though the headcount rose from 344 to 371. This was caused in part by special effects relating to salary structure, and lower management costs.

Other operating expenses amounted to €32,141k, which is slightly less than the previous year's figure of €32,431k. The sharp rise in project and IT expenditure was offset by a drop in spending on PR, freelancers, and consultancy services. Price losses amounted to €147k (compared with €153k the previous year).

In total, DKMS managed to generate a net income of €7,359k in the last business year, easily exceeding its expectations once more (-€2,063k). The deviation of almost €9.4m from the forecast result is due to higher-than-expected reimbursements of medical costs, lower personnel expenditure, and lower receivables of affiliated and associated companies.

As set out in the statutes, the net income and funds released through withdrawal from reserves (€51,663k) were appropriated to the statutory reserves in the amount of €57,008k and to the other reserves in the amount of €555k, as per § 62 section 3 AO (German Fiscal Code), to allow for continued financing of various projects in the fight against blood cancer. The balance (€1,459k) was allocated in the form of a €500k payout and as part of an endowment as defined by § 58 No. 3 AO (external donation in the amount of €959k) to our holding company DKMS Foundation for Giving Life, Tübingen.

OUR STATUTES

The DKMS statutes are the heart of the organization – they determine the actions of every one of our employees in the fight against blood cancer.

The business activities of the organization include the altruistic support of people who are dependent on the assistance of others due to their physical condition, the promotion of public health care, and the promotion of science and research, in particular:

§1 The recruitment of informed volunteers who are prepared to donate bone marrow or stem cells for the purpose of transplant;

§2 The development and maintenance of systems that simplify and accelerate the search for donors in this group of volunteers, as well as in international groups of donors, with the goal of finding compatible donors for stem cell transplants;

§3 The study of the effectiveness of hematopoietic stem cell transplants from unrelated donors, test methods of histocompatibility as well as donor motivation;

§4 Personal support for blood cancer patients, with the goal of providing personalized assistance to overcome any problems they encounter during their hospital stay;

§5 Cooperation in the selection of donors for blood cancer patients as well as the procurement and preparation of the transplant;

§6 The procurement of resources to pass on to other organizations whose purpose is the altruistic support of persons who are dependent on the assistance of others due to their physical condition, the promotion of public health care or the promotion of science and research.

INCOME STATEMENT

	2019, in €k	2018, in €k
Sales proceeds	100,100	96,197
Own work capitalized	0	692
Changes in inventories	35	-74
Other operating income	21,568	22,156
Cost of materials	-51,588	-50,262
Personnel expenditure	-24,691	-25,679
Depreciation and amortization	-6,112	-3,705
Other operating expenditure	-32,141	-32,431
EBIT	7,171	6,894
Financial result	203	369
Pre-tax profit	7,374	7,263
Profit tax and other tax	-15	-18
Annual profit	7,359	7,245
Withdrawals from retained earnings	51,663	48,725
Appropriation to retained earnings	-57,563	-54,840
Net retained profits	1,459	1,130

EXECUTIVE DIRECTORS OF DKMS GGMBH



DR. ELKE NEUJAHN
Chair of the Executive Board,
Global CEO DKMS Group



DR. DR. ALEXANDER SCHMIDT
Chief Medical Officer (CMO)



SIRKO GEIST
Chief Financial Officer (CFO)

FOUNDATION BOARD



MARCEL VAN DEN BRINK, MD, PHD
(CHAIR, PICTURED FAR LEFT)
Katharina Harf (Deputy Chair, pictured left)
Laurence Atlas
Prof. Dr. Dr. h.c. Dieter Hoelzer
Anna-Lena Kamenetzky-Wetzell
Prof. Dr. Thomas Klingebiel
Sebastian Lombardo
Alejandro Santo Domingo
Patrice de Talhouët
Alexandre van Damme

MEDICAL COUNCIL



PROF. DR. THOMAS KLINGEBIEL
(CHAIR, PICTURED)
Prof. Marcelo Fernández-Viña, PhD
Prof. Dr. Katharina Fleischhauer
Stephen J. Forman, MD
Prof. Dr. Dr. h.c. Dieter Hoelzer
Marcel van den Brink, MD, PhD
Dr. Dr. Alexander Schmidt (DKMS)
Prof. Dr. Johannes Schetelig (DKMS)
Dr. Peter Harf (founder of DKMS and permanent guest)

RISK MANAGEMENT

Risk management serves the systematic analysis, evaluation, documentation, communication, controlling, and monitoring of risk-bearing activities at DKMS and is an integral part of our business, planning, and control processes.

The individual risk management measures are:

Supervision of corporate bodies

- Rules of procedure, including a detailed description of the tasks and authority of the bodies
- Biannual meetings with the management board of the parent organization

Executive management

- Annual target agreements between executives, division managers and employees; continuous monitoring of target achievement
- Monthly executive meetings; regular management meetings for internal coordination; optimization and risk assessment

Tax compliance management system

- Production of a general framework offering an overview of all measures to ensure legal compliance with regard to tax liabilities, as well as quarterly updates of the risk matrix

Cooperation with internal and external partners

- Written contracts to safeguard agreements
- Tax assessment and evaluation of potential risks to non-profit status

Asset investment

- Guidelines for asset investment specifying the composition of the investment portfolio and limits on portfolio structure (e.g. equity share)
- Regular reporting to Executive Board, ad-hoc measures if risk structures change

Financial planning

- Annual budgeting, including staffing and personnel expenditure for three financial years
- Biannual reviews and necessary budget adjustments according to guidance
- Monthly reporting on target/actual performance, including analysis of key performance indicators

Cost management

- Expenses and cost guidelines with regulations and limits on travel expenses and hospitality/gifts
- Monitoring by accounting and tax departments to ensure appropriate use of funds
- Established limits on signatory authority for invoices for each employee group
- Centralized purchasing

Donation management

- Cost-benefit analyses of measures to acquire donations (e. g. mailshots)
- Examination of legality of receipts issued for donations

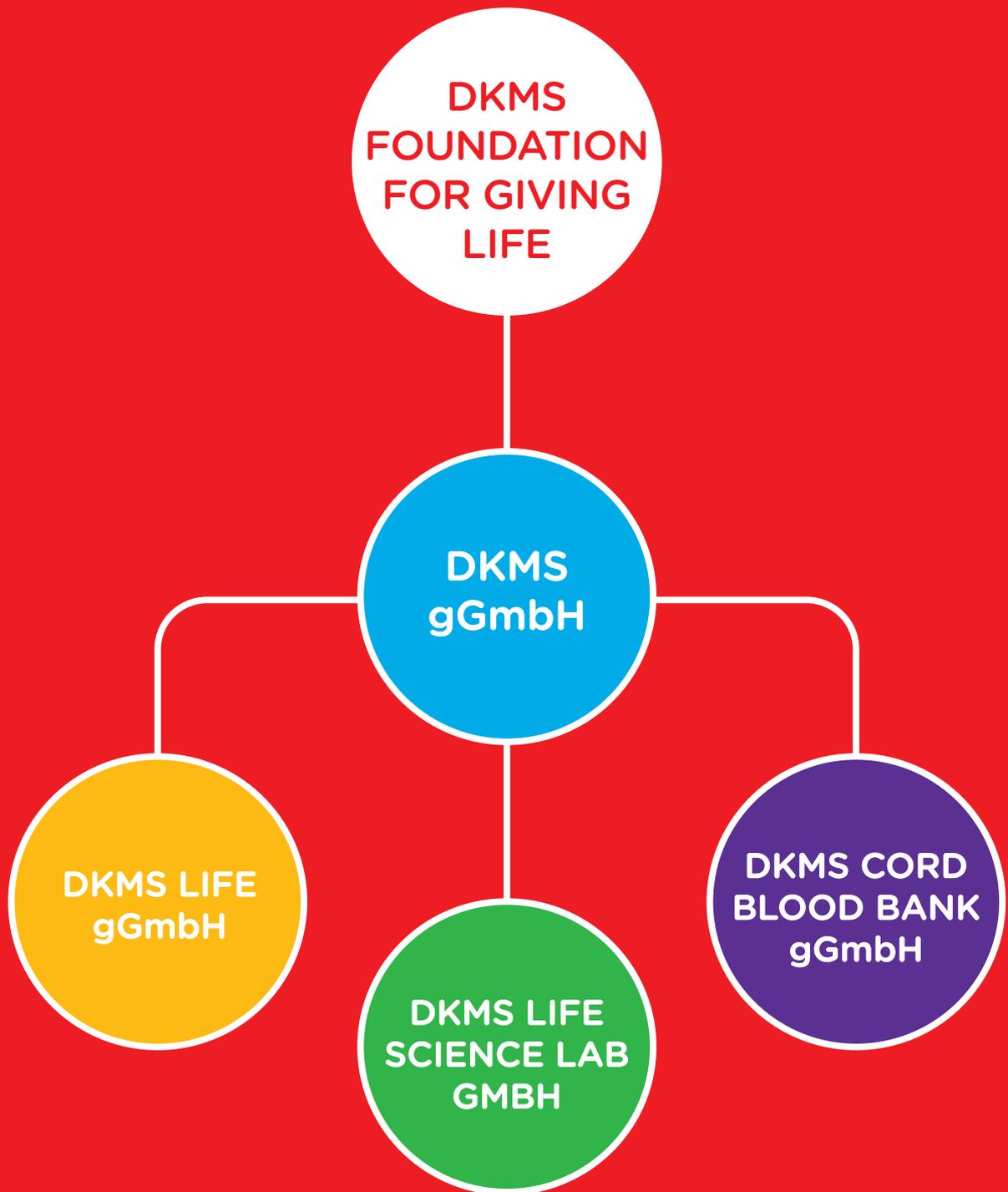
Annual accounts

- Annual audits by an independent external auditor as the annual financial statement is prepared

Data protection

- Technical and organizational measures to ensure compliance with requirements of the European Union's General Data Protection Regulation

STRUCTURE OF DKMS



OUR EDITORIAL TEAM



JENNIFER ANDERSEN used to work as an editor with a daily newspaper and joined DKMS in 2011. She hails from Cologne. In her job as Public Relations Manager, she tells patients' and donors' stories.



NEVENA BEBIC BIALOWAS has been in Corporate Communications at DKMS since 2016. A graduate in German, she brings to the job several years of experience in film-making and broadcasting.



SVENJA EBBING works in Donor Recruitment and is head of the DKMS school project "Dein Typ ist gefragt" (You're my type), in which students are active in the fight against blood cancer.



RICARDA HENKEL has been with DKMS since 2007. Her love of motion pictures and images is useful in her job, which involves visualizing a variety of DKMS content in images and films.



SIMONE HENRICH has been with Communications since 2007 and is Chief Reporter. The annual World Blood Cancer Day has a special place in her heart.



EMRAH KILIC has been with DKMS since 2013 and works for our public relations team. His primary responsibility consists of creating and ensuring compliance with corporate language and messaging.



SONJA KROHN spent many years on the editorial teams of various daily newspapers. She has been with Corporate Communications at DKMS since 2007 and is head of the public relations team.



NINA LOUIS is a Public Relations Manager and has been responsible for the Medical and Science unit since 2019. She loves to make complex content easy to understand.



MAGDALENA MISIURA is a digital marketing manager and has been convincing people online to sign up with DKMS since 2015. She firmly believes that with the right communication, anything is possible.



ISABEL SOHNS works in Fundraising and has gathered a wealth of experience from various places. Since 2012, she has been responsible for legacy marketing and major donations.



SIMONE STENMANS is currently completing her Master's in media sciences and, while continuing her studies, is working in our Communications department, where her tasks include supporting work on patients' stories.



HANNAH WISCHOTT started out as a student in Corporate Communications. After graduating, she joined our internal communications team.

THANK YOU!

We would like to express our heartfelt thanks to everyone who has supported us in the fight against blood cancer over the years.

Your help and support have allowed us to offer some 83,000 patients around the world a second chance at life. We couldn't have done it without you.

But our mission still isn't accomplished – because we want to find the right donor for every patient.

We appreciate your continued support. The only way we can delete blood cancer is together.

Yours sincerely, DKMS



**DKMS gGmbH
Kressbach 1
72072 Tübingen**

**T 07071 943-0
F 07071 943-1499
post@dkms.de**

dkms.de